

Unlocking Value

NHS Property Services

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Agenda

- Evolving strategy
- Operating model
- Unlocking value
- Capital release
- GP way forward

NHSPS in numbers

NHS

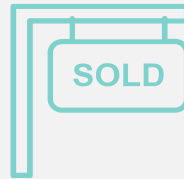
Property Services



2,763
properties



6,000
colleagues



£419m
raised from
disposals



6,374
customers



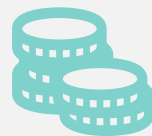
6m
patients
daily



7,384
housing units
released



12%
of the NHS
estate



£4bn
value



£504m
reinvested in
the estate

Building by tenure	Number of buildings	NRA m²	NRA %
Freehold	1,699	1,296,028	59%
Leasehold	1,025	702,097	32%
PFI	39	200,174	9%
	2,763	2,198,298	100%

Customer groups	Number of occupations	NRA %
NHS – Trusts, NHSE, CCGs	3,788	64%
GP group	1,217	19%
Private and community healthcare	610	10%
NHSPS occupied	175	1%
Other	136	2%
Local authorities and police	120	1%
Pharmacies	118	1%
Charities	117	1%
Dental	93	1%
	6,374	100%

Our Strategy



Property Services

Our purpose: Enable excellent patient care

Our vision: To be recognised as the best property and facilities provider to the NHS

Our strategy: Support delivery of our customers' plans and help the NHS transform

Support evolving
NHS needs



Put patients first

Keep NHS places safe
and compliant

Support pandemic recovery

Help reduce health inequalities

Improve NHS colleague
and patient environments



Create Healthy Places

Provide best value for money

Enable ICS estates strategy

Smarter, effective use of space

Deliver sustainable,
quality services



Be a responsible business

Enable a Greener NHS

Deliver net zero carbon

Simplify how we work together

Get, grow, keep
great people



Hire for attitude, train for skills

Spot and develop
talent at every level

Create engaged and enabled,
values-driven culture

Embed inclusion
in everything we do

Our culture: Engaged, enabled high-performing team placing the customer at the heart of everything we do

Our values: Community | Colleagues | Commitment | Collaboration

Operating Model



- Creation of a **Customer function** to provide you with a better customer experience and to make it easier for you to work with us.



- Creation of an **Advisory function** to provide you with specialist estate services to support your clinical strategy.



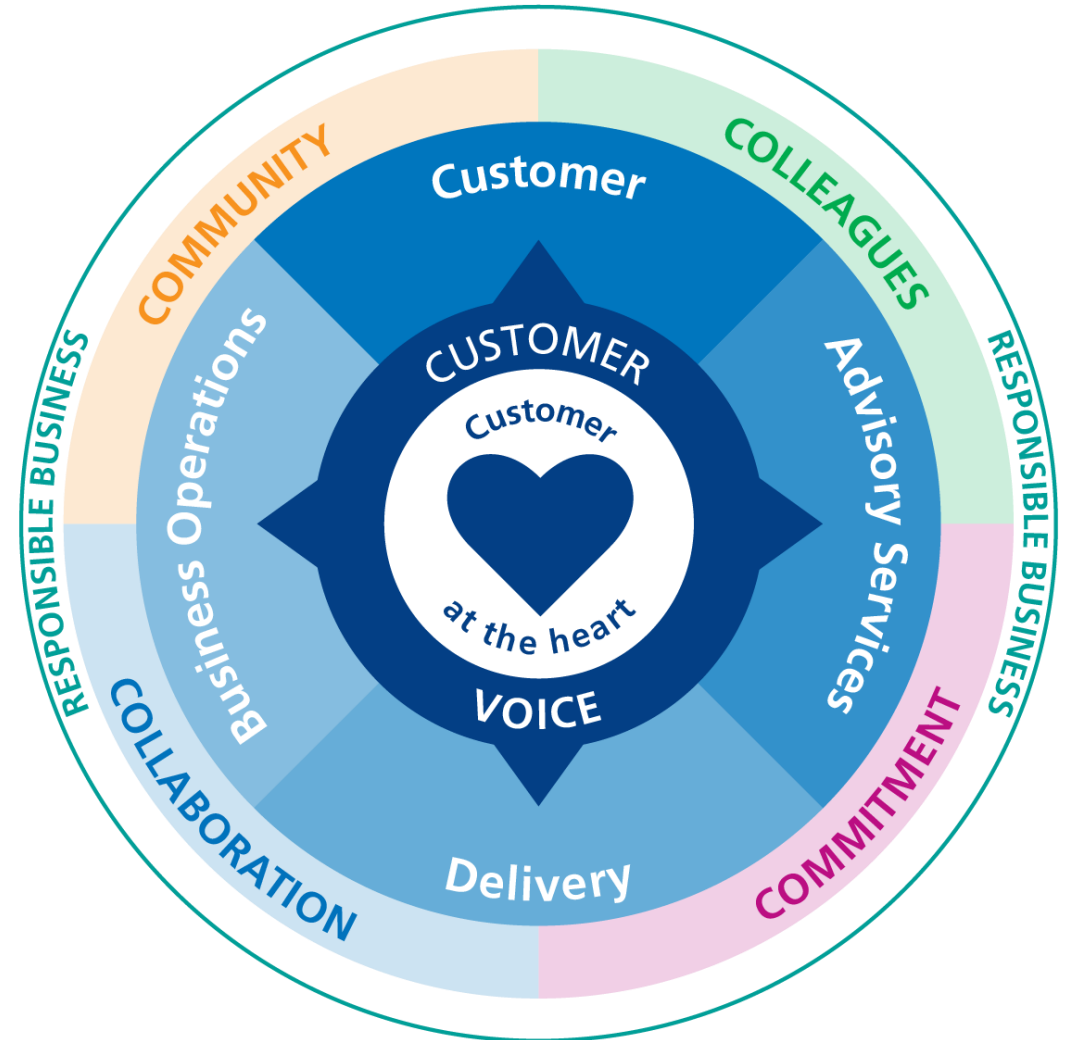
- Bringing facilities and property service delivery teams together under a single **Delivery function** to provide you with a more consistent, joined up service.



- Moving from **7** to **4** geographically aligned regions so our teams are better placed, more empowered and faster to respond to your needs.



- Strengthening our **business operations capability** to become more efficient, flexible and better aligned to changing NHS needs.



Unlocking value



Property Services

Infrastructure strategy development

- strategic planning
- data discovery, analysis and interpretation
- stakeholder engagement
- business case development

Infrastructure strategy delivery

- estate optimisation
- town planning
- e2e property disposal
- construction project management
- property development

Essential estate services

- soft facilities management
- hard facilities management
- property management
- helpdesk support
- space utilisation improvement

Compliant & sustainable estate

- technical and health & safety compliance
- environmental compliance
- property decarbonisation
- cost transformation
- ESG framework



service proposition increasingly valued by our customers

Capital release discovery

- Accelerate and diversify disposal programme
- Regear core leasehold and PFI properties
- New headleases to developers
- Disposal of legacy interests
- S106 and CIL pipeline
- Public Works Loan Board

GP way forward

- Current status
- Approach
- Engagement
- Opportunity
- NHSPS covenant

Q&A

